



Consolidated Technology Services • WA

## Service Announcement

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November 18, 2014

**TO:** CTS Server Backup Customers  
**FROM:** Kay Metsker, Manager  
Server Backup Service  
**SUBJECT:** Backup Product Replacement

This service announcement provides initial notification for the upcoming Backup Customer Events.

### **First Event - General / Technical Overview**

**When:** December 17, 2014  
**Time:** 1:00 – 4:00  
**Where:** 1500 Jefferson Building  
**Agenda:** General Overview 1:00 – 2:30 / Technical Overview 2:45 – 4:15

### **Second Event - General / Technical Overview**

**When:** January 8, 2014  
**Time:** 1:00 – 4:00  
**Where:** 1500 Jefferson Building  
**Agenda:** General Overview 1:00 – 2:30 / Technical Overview 2:45 – 4:15

### **Topics to be covered:**

#### **General Overview Events (2 sessions)**

##### *Topics include:*

- Avamar Product Overview
- Customer Cut-Over Process Overview
- Tentative Customer Cut-Over Schedule
- Customer Readiness Guide Review

#### **Technical Overview Events (2 sessions)**

##### *Topics Includes:*

- Avamar Available Feature Overview
- Comparison Between TSM and Avamar
- Avamar Best Practices

For questions or comments, please email the [CTS Service Desk](#) or call 360-753-2454 or 888-241-7597.